



UP Institute for Small-Scale Industries INTERNAL SERVICES

2026



List of Services

Institute for Small-Scale Industries
Director's Office (DO)
External Services
Acceptance of Requests for Appointments/Meetings
Acceptance of Inquiries or Requests for Proposals
Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives
Checking-in (Returning) of Library Materials
Checking-Out (Borrowing) of Library Materials
Reference/Information and Bibliographic Services
Registration for Library Access
Photocopy of Books and Other Library Resources
Resource on Demand
Internal Services
Acceptance of Requests for Appointments/Meetings
Acceptance of Inquiries or Requests for Proposals
Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives
Checking-in (Returning) of Library Materials
Checking-Out (Borrowing) of Library Materials
Photocopy of Books and Other Library Resources
Reference/Information and Bibliographic Services
Resource on Demand
Administrative Delivery Division (ADD)
External Services
Room Rental Request for Training/Meetings
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Room Rental Request for Training/Meetings
Business Enterprise Development Division (BEDD)
External Services

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Processing of Requests to Provide Enterprise Incubation Service Providers Enabler Program
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Organizing a Forum/Symposium/Conference/Colloquium (Final Output and Settlement)
Policy Paper/Monograph/Research Studies (Preparation)
Policy Paper/Monograph/Research Studies (Final Output & Settlement)
Preparation of Comments and Policy Briefs on Senate and House Bills Relevant to the MSME Sector
Training and Entrepreneurship Education Division (TEED)
External Services
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Issuance of Certification
Processing Enrollment to a Regular Training Program (Online Payment)
Processing Enrollment to a Regular Training Program (On-site Payment)
Internal Services
Processing Enrollment to a Regular Training Program (Online Payment)
Processing of Enrollment to a Regular Training Program (On-site Payment)



1. ACCEPTANCE OF REQUESTS FOR APPOINTMENTS/MEETINGS

This service provides an avenue for clients to be able to discuss with the Director of UP ISSI on matters pertaining to entrepreneurship and the like.

Office or Division	UP Institute for Small-Scale Industries (UP ISSI) - Director's Office (DO)
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may Avail	UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Letter of Request – 1 Copy	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit letter of request addressed to UP ISSI Director</p> <p>Location:</p> <p>Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City</p> <p>Online: info.issi@up.edu.ph</p>	1. Receive request letter	None	4 Hours	<i>Receiving Personnel</i> DO
<p>2. Receive official response regarding appointment/meeting</p> <p>Location:</p> <p>Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines,</p>	2. Set schedule, if available	None	1 Day	<i>Director</i> DO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Diliman, Quezon City</p> <p>Online: info.issi@up.edu.ph</p>				
<p>3. Finalizing the Date</p> <p>Requested Schedule is Possible</p> <p>3.A. Receive official response regarding appointment/meeting</p> <p>Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City</p> <p>Online: info.issi@up.edu.ph</p>	<p>3.A. Set schedule, if available</p>	<p>None</p>	<p>1 Day</p>	<p><i>Director</i> DO</p>
<p>3. Finalizing the Date</p> <p>Rescheduling is Needed</p> <p>3.B. Receive new schedule through letter/email (if original date is not possible)</p> <p>Onsite: Director's Office, Room 400</p>	<p>3.B. If not available, reset schedule and send to client</p>	<p>None</p>	<p>1 Day</p>	<p><i>Releasing Personnel</i> DO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City Online: info.issi@up.edu.ph				
TOTAL		None	2 Days, 4 Hours	



2. ACCEPTANCE OF INQUIRIES OR REQUESTS FOR PROPOSALS

This service allows the consideration of requests received by UP ISSI and provides a way for clients to get feedback on their inquiries.

Office or Division	UP ISSI Director's Office (DO)
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may Avail	UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Letter of Request – 1 Copy	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit inquiry or letter of request addressed to UP ISSI Director</p> <p>Location:</p> <p>Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City</p> <p>Online: info.issi@up.edu.ph</p>	<p>1. Personnel receives inquiry/request letter and forwards the inquiry/request letter to ISSI division concerned</p>	None	4 Hours	<i>Receiving and Releasing Personnel</i> DO
TOTAL		None	4 Hours	



3. ACCEPTANCE OF REQUESTS FOR UP ISSI RESOURCE PERSONS AND UP ISSI INSTITUTIONAL REPRESENTATIVES

This service facilitates requests for UP ISSI staff and UP ISSI Institutional Representatives to serve as resource persons in various activities.

Office or Division	UP ISSI Director's Office (DO)
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may Avail	UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original Letter of Request – 1 Copy or Email	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit letter of request/email addressed to UP ISSI Director</p> <p>Location:</p> <p>Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City</p> <p>Online: info.issi@up.edu.ph</p>	<p>1. Receive request letter/email and inform concerned staff</p>	None	4 Hours	<i>Receiving Personnel</i> DO
<p>2. Receive approved list of ISSI resource person/s and/or ISSI institutional representative</p> <p>Location:</p> <p>Onsite: Director's Office, Room 400</p>	<p>2. Take note of staff assignment</p>	None	2 Hours	<i>Releasing Personnel</i> DO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City</p> <p>Online: info.issi@up.edu.ph</p> <p>Notes/Instructions: Processing time may vary if the concerned staff is on fieldwork assignment.</p>				
	TOTAL	None	6 Hours	

4. CHECKING-IN (RETURNING) OF LIBRARY MATERIALS

.A mode of returning borrowed books and other library resources (i.e. government property). May be suspended during periods of emergency subject to the existing national, local, and/or university guidelines.

Office or Division	UP ISSI Library
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Filled-out loan slip/s – 1 Original Copy	UP ISSI Library Circulation Desk
2 Book(s)/Materials for return	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present books/materials for return/check-in. Location: UP ISSI Library, 4 th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman	1.1 Receive and check the books/materials for return/check-in	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
	1.2 Verify status of books/materials and clear from the borrower's account		2 Minutes	<i>College Librarian III</i> UP ISSI Library
	1.3 Prepare receipt of books/materials returned		2 Minutes	<i>College Librarian III</i> UP ISSI Library
2. Receive ID and receipt of books/materials returned Location:	2. Return the ID and issue receipt of books/materials returned to client	None	1 Minute	<i>College Librarian III</i> UP ISSI Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
UP ISSI Library, 4 th Floor, UP Institute for Small- Scale Industries, E. Jacinto St., UP Diliman				
TOTAL		None	6 Minutes	



5. CHECKING-OUT (BORROWING) OF LIBRARY MATERIALS

A. Regular Checking-Out (Borrowing) of Library Materials

A mode of borrowing books and other library resources (i.e. government property). May be suspended during periods of emergency subject to the existing national, local, and/or university guidelines.

Office or Division	UP ISSI Library
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Official proof of enrollment – valid UP ID or Form 5	Office of the University Registrar (OUR)
2 Duly accomplished loan slip/s	UP ISSI Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure loan slip from the librarian. Location: UP ISSI Library, 4 th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman	1. Provide loan slip to client	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
2. Hand in duly accomplished loan slip, the book to be borrowed, and valid ID Location: UP ISSI Library, 4 th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman	2.1 Receive book, duly accomplished loan slip, and valid ID	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
	2.2 Stamp due date and counter sign Due Date Slip	None	1 Minute	<i>College Librarian III</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				UP ISSI Library
3. Receive book Location: UP ISSI Library, 4 th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman	4. Hand out the book to be borrowed to the client	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
TOTAL		None	4 Minutes	



6. REFERENCE/INFORMATION AND BIBLIOGRAPHIC SERVICES

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries.

Office or Division	UP ISSI Library
Classification	Complex
Type of Transaction	G2G (Government to Government)
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 duly accomplished Reference Query Form (UP ISSI Library Form 2) – 1 Original Copy	UP ISSI Library Circulation Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Hand in the duly accomplished Reference Query Form, fill in the online request form at https://library.entrepreneurship.org.ph/ask-a-librarian/, or email the query</p> <p>Location:</p> <p>Onsite: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: through the Online Request form at https://library.entrepreneurship.org.ph/ask-a-librarian/ or email at issi_library.upd@up.edu.ph</p>	1.1 Receive reference query	None	3 Minutes	<i>College Librarian III</i> UP ISSI Library
	1.2 Conduct reference	None	25 Minutes	<i>College Librarian III</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	interview or send clarificatory email			UP ISSI Library
2. Verify query Location: Onsite: UP ISSI Library, 4 th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: through email at issi_library.upd@up.edu.ph	2.1. Analyze query and determine possible information sources that may provide answer to the query	None	3 Days	<i>College Librarian III</i> UP ISSI Library
	2.2 Communicate answer to request	None	30 Minutes	<i>College Librarian III</i> UP ISSI Library
3. Receive answer to query Location: Onsite: UP ISSI Library, 4 th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: through email at issi_library.upd@up.edu.ph	3. If answer to query is found, provide answer to client's query. If answer to query is not found from available library resource, refer client to other libraries.	None	2 Minutes	<i>College Librarian III</i> UP ISSI Library
TOTAL		None	3 Days, 1 Hour	



7. PHOTOCOPY OF BOOKS AND OTHER LIBRARY RESOURCES

This service processes books and other library resources for photocopying. May be suspended during period of emergency subject to existing national, local, and/or university guidelines.

Office or Division	UP ISSI Library
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Duly accomplished Photoduplication Permit – 2 Original Copies	UP ISSI Library
2 Valid ID with picture	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and hand in 2 copies of Photoduplication Permit and present valid ID Location: UP ISSI Library	1.1 Receive Photoduplication Permit and valid ID	None	3 Minutes	<i>College Librarian III</i> UP ISSI Library
	1.2 Approve (stamp with date and time of release) request for photocopying	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
2. Receive requested material Location: UP ISSI Library	2. Hand over to client the requested material and 1 copy of the Photoduplication Permit and clip together 1 copy of the Photoduplication Permit Valid ID	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
TOTAL		None	5 Minutes	



8. RESOURCE ON DEMAND

A service for processing articles and book chapter requests from journal, books, e-resources, and other materials available at UP ISSI Library. These documents are scanned and can be picked up in person or sent electronically via email.

Office or Division	UP ISSI Library
Classification	Complex
Type of Transaction	G2C (Government to Citizen)
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Request Letter – 1 Original Copy 2 UP web mail account – 1 Original Copy	Applicant/Client UP Diliman Information Technology Development Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request via email Location: Online: issi_library.upd@up.edu.ph Notes/Instructions: Email should have these details: For book: title, author, edition, publication year, page numbers For periodicals: article title, article authors, periodical title, periodical issue number, year of issue, page numbers	1.1 Check Web OPAC and/or library databases for the availability of requested material	None	2 Days	College Librarian III UP ISSI Library
	1.2 Send confirmation of availability of	None	30 Minutes	College Librarian III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	material, inform transaction limits, and confirm with the client to proceed with transaction			UP ISSI Library
2. Confirm to proceed with transaction Location Online: issi_library.upd@up.edu.ph	2.Prepare material for document delivery	None	2 Days	<i>College Librarian III</i> UP ISSI Library
3. Receive the requested library material Location: From: UP ISSI Library, 4 th Floor, UP ISSI Building, E. Jacinto St., UP Diliman	3. Send material to client via email or courier	None	5 Minutes	<i>College Librarian III</i> UP ISSI Library
TOTAL		None	4 Days, 35 Minutes	



9. ROOM RENTAL REQUEST FOR TRAINING/MEETINGS

This service allows the use of the ISSI rooms for training programs or meetings of internal clients such as those from other UP Diliman units.

Office or Division	UP ISSI Administrative Delivery Division (ADD)
Classification	Complex
Type of Transaction	G2G (Government to Government)
Who may Avail	Other UP Diliman Offices/Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Letter Request – 1 Original Copy Remarks: Duly signed letter of request from the client detailing the organization profile, purpose of rental, date and duration of the request and the number of participants	Applicant/Client
2 Online Room Reservation Form – 1 Electronic Copy	UP ISSI ADD
3 OR – 1 Scanned Copy	Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter at least three to five working days before the start of use Location: 4/F, Administrative Delivery Division (ADD), UP Institute for Small-Scale Industries, Diliman, Quezon City	1.1 Staff concerned evaluates the completeness of the submitted information	None	2 Hours	Assigned Staff ADD
	1.2 Staff concerned checks room availability	None	1 Hour	Assigned Staff ADD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on date and time requested			
	1.3 Staff concerned forwards to AO/ADD Head and Director for approval	None	30 Minutes	<i>Assigned Staff</i> ADD
	1.4 AO/ADD Head and Director approve the request	None	2 Days	<i>AO/ADD Head</i> ADD <i>Director</i> DO
2. Once approved, fill out the online Google form and attach the request letter Location: Online: Google form link will be given upon request	2. Staff concerned evaluates the completeness of the submitted requirements	None	1 Hour	<i>Assigned Staff</i> ADD
3. Coordinate with ADD staff regarding final details Location: 4/F, Administrative Delivery Division (ADD), UP Institute for Small-Scale Industries, UP Diliman, Quezon City	3. Prepare Statement of Account (SOA) for room reservation	None	1 Day	<i>Assigned Staff</i> ADD
4. Pay room rental fees Location:	4. UPD Cashier receives payment and issues OR	Formula Fees Breakdown:	15 Minutes	UP Diliman Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Room 401, UP Institute for Small-Scale Industries, UP Diliman, Quezon City</p> <p>Notes/Instructions:</p> <p>Please refer to the table of rates.</p> <p>Provide a scanned copy of OR and send it to Administrative Delivery Division (ADD) official email address (add_upissi.upd@up.edu.ph)</p> <p>If the SCO is also onsite, this individual may accept the payment and issue an official receipt as an alternative option.</p>		Rental Fee		<p><i>Special Collecting Officer</i> UP ISSI</p>
<p>5. Provide photocopy of OR</p> <p>Location:</p> <p>Onsite: 4/F, Administrative Delivery Division (ADD), UP Institute for Small-Scale Industries, UP Diliman, Quezon City</p> <p>Online: add_upissi.upd@up.edu.ph</p>	4. Receives OR copy for documentation purposes	None	5 Minutes	<p><i>Assigned Staff</i> ADD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	See other fees below	3 Days, 4 Hours, 50 Minutes	

RATES FOR OTHER UP UNITS

Room No./Name 100% Capacity	Capacity	40% Rates/4hrs	40% Rates/ 8hrs
[] 300 (Jose G. Sanvictores Room)	45	Php 1,614.60	Php 3,229.20
[] 301 (Toribio M. Teodoro Room)	80	Php 2,390.85	Php 4,781.70
[] 302 (Sotero Baluyot Lee Room)	45	Php 1,731.90	Php 3,463.80
[] 303 (3rd Floor)	45	Php 1,614.60	Php 3,229.20
[] 104-B (Executive Lounge)	30	Php 897.00	Php 1,794.00
[] Open Plaza (2nd Floor)		Php 4,800.00	Php 9,600.00
[] Gazebo Area (Ground Floor)		Free	Free

Overtime payment for janitorial staff may be applied when necessary.



RATES FOR UP STUDENTS/ORG

Room No./Name 100% Capacity	Capacity	50% Rates/4hrs	50% Rates/ 8hrs
[] 300 (Jose G. Sanvictores Room)	45	Php 1,345.50	Php 2,691.00
[] 301 (Toribio M. Teodoro Room)	80	Php 1,992.38	Php 3,984.75
[] 302 (Sotero Baluyot Lee Room)	45	Php 1,443.25	Php 2,886.50
[] 303 (3rd Floor)	45	Php 1,345.50	Php 2,691.00
[] 104-B (Executive Lounge)	30	Php 747.50	Php 1,495.00
[] Open Plaza (2nd Floor)		Php 4,000.00	Php 8,000.00
[] Gazebo Area (Ground Floor)		Free	Free

Overtime payment for janitorial staff may be applied when necessary.



10. PROCESSING ENROLLMENT TO A REGULAR TRAINING PROGRAM (ON-SITE PAYMENT)

This procedure outlines the activities involved in processing the enrollment of UP employees to the regular training programs of UP ISSI – from registration to the on-site payment of training program fees.

Office or Division	UP ISSI Training and Entrepreneurship Education Division (TEED)
Classification	Complex
Type of Transaction	G2G (Government to Government)
Who may Avail	UP Employees (permanent and contractual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Accomplished Registration Form – 1 Electronic Copy	Applicant/Client
2 Accomplished Confirmation Form – 1 Electronic Copy	Applicant/Client
3 Statement of Account – 1 Original Copy or 1 Electronic Copy	UP ISSI Administrative Delivery Division (ADD)
4 Official Receipt – 1 Original Copy or 1 Electronic Copy	UP Diliman Cash Office
For UP employees (including those under Individual Contract of Service): Any of the following:	UP HRDO
A. Employment ID – valid UP ID	
B. Proof of Employment – 1 Original Copy or 1 Electronic Copy	Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the regular training program by filling out the online pre-registration form Location: through Google form	1.1 Receive the accomplished Reservation Form via the Google form	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Email the participant the link to the Confirmation Form and get the client's details for the Statement of Account: name of payee (personal or company), address (if needed to be stated in the SOA), and TIN (if needed to be stated in the SOA)	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
2. Present or send through email photocopy/electronic copy of valid UP ID or Proof of Employment to the program management team and provide the needed details for the SOA. Location: UP ISSI TEED Office or through email	2. Issue the (discounted) Statement of Account to the client	None	2 Days	<i>Program Manager/ Program Coordinator TEED</i> <i>Billing Officer ADD</i>
CASH PAYMENT 3.A. Pay the Participation Fee of the Training Program through the UPD Cash Office, using the provided SOA as basis for payment (printed) and bring your ID	3.A. UPD Cash Office receives payment and provides the Official Receipt to the client	Formula Fees Breakdown: Participation Fee	1 Day (for cash and manager's checks) 3 Days (for company checks)	<i>Collecting Officer UPD Cash Office; Diliman Cash Office</i> or <i>Special Collecting Officer ISSI</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Location: UP Diliman Cash Office</p> <p>Or CHECK PAYMENT</p> <p>3.B. Pay the Participation Fee of the Training Program through the UPD Cash Office by following these steps:</p> <p>3.B.1 Bring a printed copy of the SOA sent by the UP ISSI Program Management Team via email</p> <p>3.B.2 Bring Manager's Check or Company Check payable to University of the Philippines-Diliman along with your valid ID (<i>note: personal checks are not accepted</i>)</p> <p>3.B.3. Go to the Rm. 401 of the UP ISSI Bldg., E. Jacinto St., UP Campus, Diliman, Quezon City to have</p>	<p>3.B.1. The program management team checks the SOA then the TEED head endorses the check by signing the back portion.</p> <p>(In the absence of the TEED head, the TEED OIC, UP ISSI Billing Officer or ISSI Program Manager may endorse the check instead.)</p> <p>3.B.2. UPD Cash Office receives the payment and provides the Official Receipt to the client</p> <p>3.C. UP ISSI SCO receives payment and provides the Official Receipt to the client</p>			<p><i>Program Management Team</i> TEED</p> <p><i>TEED Head</i> TEED</p> <p>Or</p> <p><i>TEED OIC</i> TEED</p> <p>Or</p> <p><i>Billing Officer</i> UP ISSI</p> <p>Or</p> <p><i>Program Manager</i> TEED</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>your check endorsed</p> <p>3.B.4. Pay at the UP Diliman Cash Office</p> <p>Or THROUGH SCO</p> <p>3.C. Coordinate with the UP ISSI Program Management Team via email regarding paying through the UP ISSI Special Collecting Officer (UP ISSI SCO)</p> <p>Location:</p> <p>Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman, Quezon City</p> <p>Note: If it is a Manager's Check or cash, the OR will be released as soon as possible.</p> <p>If it is a company check, the OR may be collected after 3 working</p>				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
days for clearance.				
4. Send proof of payment (electronic copy of Official Receipt) to the program management team Location: through email	4. Program management team receives the electronic copy of the Official Receipt to confirm payment of participation fee and for documentation	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
	TOTAL	See other fees below	6 Days	

Participation Fee

Refer to <https://beta.entrepreneurship.org.ph/> and search for the training calendar for the current year.



11. PROCESSING ENROLLMENT TO A REGULAR TRAINING PROGRAM (ONLINE PAYMENT)

This procedure outlines the activities involved in processing the enrollment of UP employees to the regular training programs of UP ISSI – from registration to the online payment of training program fees.

Office or Division	UP ISSI Training and Entrepreneurship Education Division (TEED)
Classification	Complex
Type of Transaction	G2G (Government to Government)
Who may Avail	UP Employees (permanent and contractual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1 Accomplished Registration Form – 1 Electronic Copy</p> <p>Note: The links' years may change to reflect the current year.</p> <p>Remarks:</p> <p>2026 Training Registration link: https://bit.ly/UPISSI_TrainingRegistration2026</p>	<p>UP ISSI Training and Entrepreneurship Education Division (TEED)</p>
<p>2 Accomplished Confirmation Form – 1 Electronic Copy</p> <p>Remarks:</p> <p>2026 Training Confirmation link: https://bit.ly/UPISSI_TrainingConfirmation2026</p>	<p>UP ISSI TEED</p>
<p>3 Payment Confirmation – 1 Electronic Copy</p> <p>For UP employees (including non-UP contractual staff) Any of the following:</p> <ul style="list-style-type: none"> A. Employment ID – valid ID B. Proof of Employment – 1 Original Copy or 1 Electronic Copy 	<p>Applicant/Client</p> <p>HRDO</p> <p>HRDO – Human Resource Recruitment Division (HRRD)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Register to the regular training program by filling out the online pre-registration form</p> <p>Location:</p> <p>Online: through the 2026 Training Registration link: https://bit.ly/UPIS_Sl_TrainingRegistration2026</p>	<p>1.1 Receive the accomplished Reservation Form via the Google form</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Program Manager/ Program Coordinator TEED</i></p>
	<p>1.2 Email the participant the link to the Confirmation Form and get the client's details for the Statement of Account: name of payee (personal or company), address (if needed to be stated in the SOA), and TIN (if needed to be stated in the SOA)</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Program Manager/ Program Coordinator TEED</i></p>
<p>2. Present or send through email photocopy/electronic copy of valid UP ID or Proof of Employment to the program management team and provide the needed details for the SOA</p> <p>Location:</p> <p>On-site: 4F UP Institute for Small-</p>	<p>2. Issue the (discounted) Statement of Account to the client</p>	<p>None</p>	<p>2 Days</p>	<p><i>Program Manager/ Program Coordinator TEED</i></p> <p><i>Billing Officer ADD</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: through the program management team's email or training_issi.upd@ up.edu.ph</p>				
<p>3.A. Pay the Participation Fee of the Training Program through the LandBank Link.Biz Portal, using the provided SOA as basis for payment</p> <p>Location:</p> <p>Online: through the LandBank Link.Biz Portal</p> <p>Or</p> <p>3.B. Pay through Gcash by following the steps in the guide below labeled "Paying Through GCash" (English or Filipino version)</p> <p>Note: The Deposit Slip will serve as your proof of payment (no other Official Receipt will be issued).</p>	<p>3.A. LandBank Link.Biz Portal receives payment and provides the Payment Confirmation document to the client</p> <p>3.B. Gcash receives payment and provides Payment Confirmation document to client</p>	<p>Formula Fees</p> <p>Breakdo wn: Participa tion Fee</p>	<p>15 Minutes</p>	<p><i>Link.Biz Portal</i> LandBank</p> <p>Or <i>GCash App</i> GCash</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Send proof of payment (electronic copy of Payment Confirmation) to the program management team Location: Online: through the program management team's email or training_issi.upd@up.edu.ph	4. Program management team receives the electronic copy of the Payment Confirmation to confirm payment of participation fee and for documentation	None	15 Minutes	<i>Program Manager/ Program Coordinator</i> TEED
TOTAL		See other fees below	2 Days, 4 Hours 45 Minutes	

Participation Fee

Refer to <https://beta.entrepreneurship.org.ph/> and search for the training calendar for the current year.


Paying Through GCash (English version)

Step-by-Step Guide: Paying via GCash App

1. Open the GCash App
2. Once the app is open, tap on "Bills."
3. Use the Search Bar or tap "View All" under Categories, then look for **UP Diliman – Trust Fund**.
4. Tap the biller and fill in the required details:
 - Amount: Enter the training fee to be paid.
 - Transaction Type: Select **Seminar/Training/Conference Fee**.
 - Reference Number: Input the Billing/SOA number found in your Billing Invoice sent by the Program Management Team.
 - Name of Payor: Enter your name or your company's name if applicable.
 - Email Address (Optional): You may provide your email address if you wish
5. After entering all details, tap "Next" and check if the amount and information are correct.
6. Tap "Next" again to proceed, then press "Confirm" to finalize the payment.
7. Once the transaction is successful, take a screenshot of the confirmation as proof of payment and send it to the Program Management Team.

Note: Online transaction slips serve as your receipt. If you need an Official Receipt, it's better to pay on-site.

Paying Through GCash (Filipino version)



UP Institute for Small-Scale Industries

Paano nga ba?

Step-by-Step Guide
Upang bayaran ang training fee via GCash App

1. Buksan ang GCash App.
2. Kapag nabuksan na ang App, pindutin ang "Bills."
3. Pumunta sa Search Bar o pindutin ang "View All" sa Categories ng billers at hanapin ang **UP Diliman – Trust Fund**.
4. I-click ang biller at ilagay ang mga nararapat na detalye at pagkatapos ay pindutin ang "Next".
5. Pagkatapos i-input lahat ng detalye, pinduting muli ang "Next" at kumpirmahin kung tama ang amount na inilagay.
6. Upang magpatuloy, pindutin lang ang "Confirm" button para tapusin ang payment.

- Amount: Ilagay ang halaga ng training fee na babayaran.
- Transaction Type: Piliin ang **Seminar/Training/Conference Fee**.
- Reference Number: Ilagay ang Billing/SOA number na makikita sa Billing Invoice na ipinadala ng Program Management Team.
- Name of Payor: Ilagay ang sariling pangalan a pangalan ng kumpanya kung kinakailangan.
- Email Address: Opsyonal kung nais ilagay ang email address.

I-SCAN UPANG MAG-REGISTER:



CONTACT US:

training_issi.upd@up.edu.ph | UP ISSI, Vistas Hall, E. Rodriguez St., UP Campus, Diliman, Quezon City

(+63 2) 8961-8500 (local 4054) | facebook.com/upissi



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in every unit/office.
How feedback is processed	<p>Every Friday, the Unit Anti Red Tape Focal Person (UARTFP) of each unit/office opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to Heads of Units/Colleges and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen with the UP Diliman ARTC copy furnished. For inquiries and follow-ups, clients may contact the following telephone numbers: <u>(02)89818500 loc 4090</u></p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in every unit/office. Complaints can also be filed via telephone. Make sure to provide the following information</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone numbers: <u>(02)89818500 loc 4090</u></p>
How complaints are processed	<p>The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint. Upon evaluation, the UARTFP shall start the investigation and forward the complaint to the relevant office for their explanation. The UARTFP will create a report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC. The UARTFP will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone numbers: <u>(02)89818500 loc 4090</u></p>
Contact Information of Anti Red Tape Committee (ARTC)	<p>UP Diliman Anti Red Tape Committee (UPD-ARTC) Email address: artc.upd@up.edu.ph Telephone Number: (02)89818500 local 2570</p>